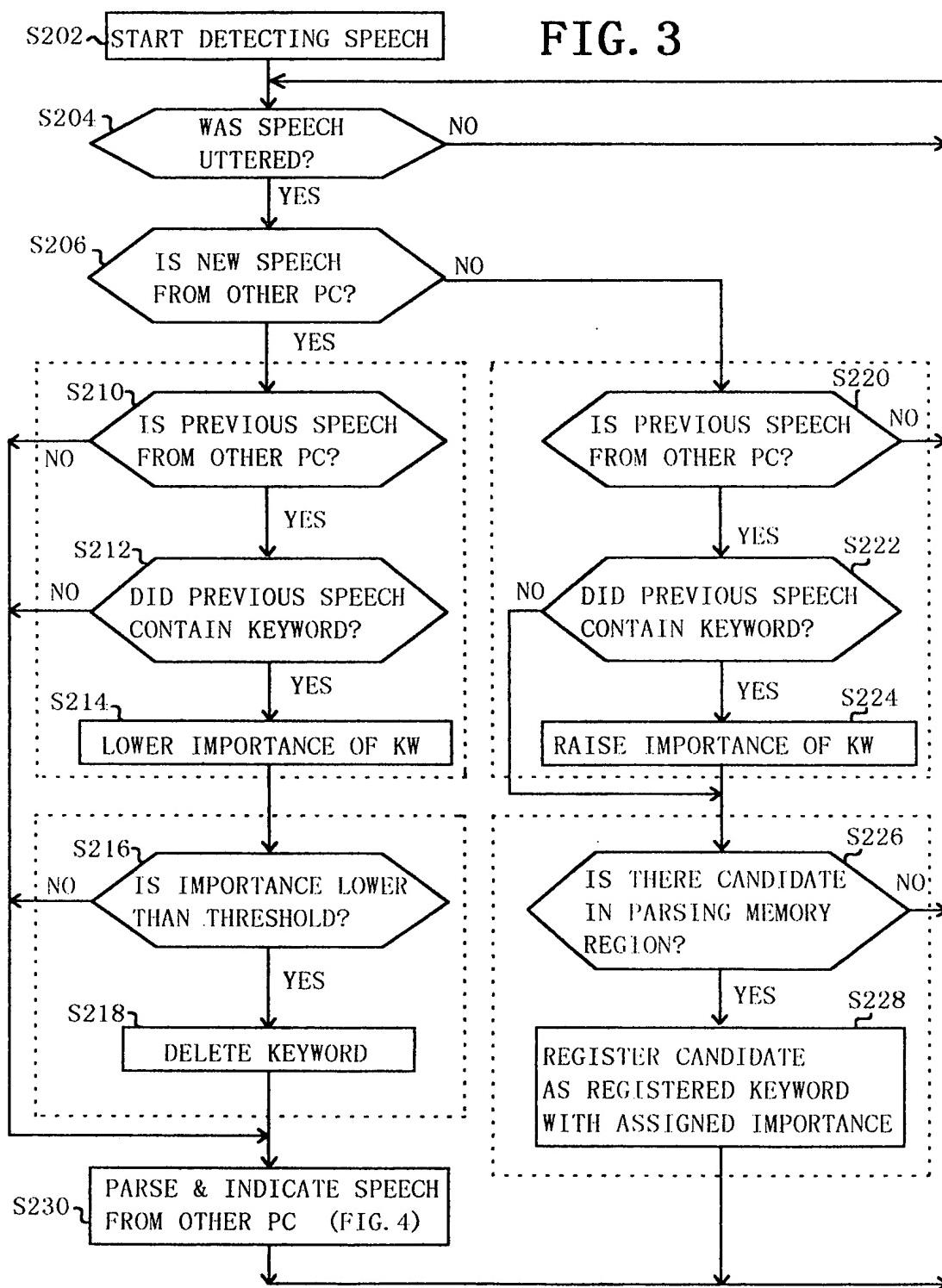
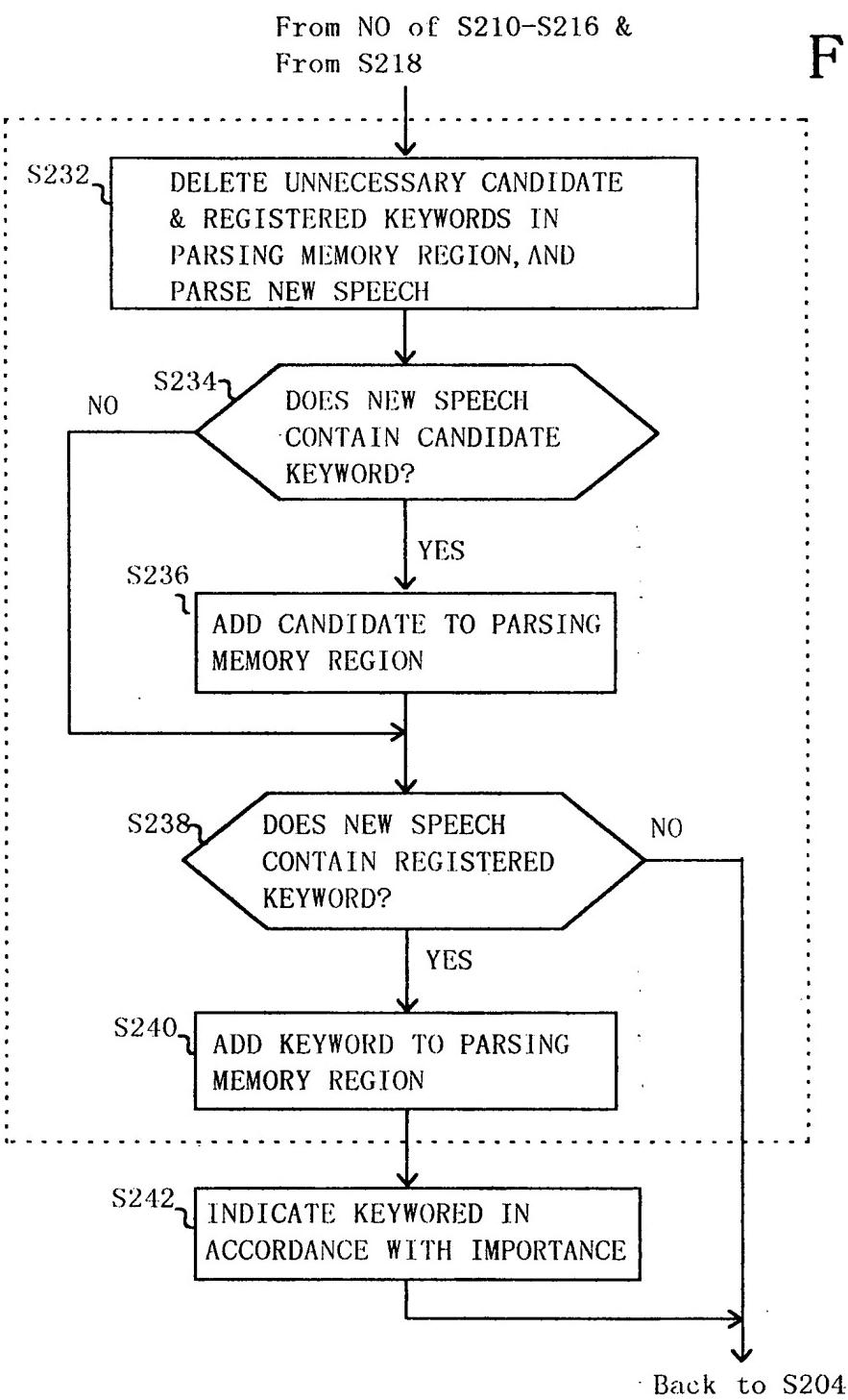


FIG. 2

**FIG. 3**



**FIG. 4**



12:03 <user1> Is Ms. Okada available?  
 12:03 >user2< Can I help you?

**FIG.5A**

Keyword	Importance
Okada	1

12:06 <user1> <http://www.fujitsu.co.jp>  
 12:06 <user1> This is the homepage of Fujitsu.  
 12:06 <user1> I would like you to teach me. >user2  
 12:06 >user2< What?

**FIG.5B**

Keyword	Importance
Okada	1
user2	1

12:12 <user1> Ms. Okada, can you tell me how to access CHOCOA  
 version of Macintosh CHOCOA?  
 12:12 >user2< Select 'About CHOCOA' in Apple Menu.

**FIG.5C**

Keyword	Importance	Keyword	Importance
Okada	2	CHOCOA	2
user2	1	version	1
Macintosh	1		

12:17 <user1> I see. Thank you very much. >user2  
 12:17 >user2< You are welcome.

**FIG.5D**

Keyword	Importance	Keyword	Importance
Okada	2	CHOCOA	2
user2	2	version	1
Macintosh	1		

User's Calendar

January, 2000

Sun	Tue	Wed	Thu	Fri	Sat

Today's Schedule

January 12, 2000

- 10:00-11:00 Patent Meeting  
15:30-16:30 Group Meeting  
18:00-20:00 Badminton



Before January 12, 2000

Keyword	Importance
version	1

On January 12, 2000

Keyword	Importance
version	1
patent	1
meeting	2
group	1
badminton	1



FIG.6

13:19 <user3> I will be in Yotsuya tomorrow.  
 13:19 <user4> I see.  
 13:21 <user3> In Tokyo, it's snowing.  
 13:25 <user5> (Gogin to Tokyo may be senseless! )  
 13:25 <user4> It'll be cold.  
 13:25 <user5> (I don't want to put on snow shoes. )  
 13:26 >user2< Mr. Matsuda is going to Tokyo!

Importance before 13:26

Keyword	Importance
patent	1
meeting	2
group	1
badminton	1

Importance Lowered at 13:26

Keyword	Importance
patent	0
meeting	1
group	0
badminton	0



Importance after 13:29

Keyword	Importance
patent	1
meeting	2
group	1
badminton	1

FIG.7